Lumero
EDUCATIONAL TRUST

Candidate brief for the position of:

Trust IT Technician

Application Deadline – 11th December 2026

Suitable candidates will be interviewed before the closing date and Lumero Educational Trust reserves the right to withdraw the position if an early appointment is made.





Dear Applicant,

Thank you for expressing an interest in our exciting new post of Trust IT Technician at Lumero Educational Trust. This pack tells you more about our Trust, the role and the person we are looking for.

As a Trust, we now comprise of seven primary schools, one junior school and four secondary schools across the London Boroughs of Bromley and Croydon, as outlined on the next page. Our increase in size is as the result of a recent merger, so it is a very exciting time to join the trust as we plan forwards on how our family of schools work together for the benefit of the communities we serve. We see this new role as instrumental with supporting the excellent professionals we have working across our schools to further enhance the offer in place for children with specific educational needs and disabilities.

Our overarching aim for all our schools is **learning together, inspiring all**. We are committed to **excellence**, having great aspirations for our children and young people, and encouraging them to seek out and take hold of opportunities. Our drive for excellence is supported by our **collaboration** and we are committed to sharing expertise to empower and inspire all individuals in our schools to thrive in a global world. This is underpinned by **inclusion**. We celebrate and respect the diversity in our communities, and we have a shared expectation in everyone to achieve in an ever-changing world.

This post is available ASAP and offers an exciting opportunity to join an enthusiastic staff who are committed to making a real difference. The successful candidate will join the trust at an exciting time as we continue to grow, offering opportunities for enhanced professional and career development for colleagues.

When completing the application form, please follow the instructions and demonstrate clearly how you meet the person specification and job description.

We very much look forward to receiving your application.

Yours sincerely

Terry Millar
Chief Executive

Position Summary

Position:	Trust IT Technician
Location:	Bullers Wood School for Boys, BR1 2NW
Reports to:	IT Site Lead
Hours of Duty:	36 hours per week with the following **indicative** start and finish times: 8.00 a.m. to 4.00 p.m. Monday to Friday This includes unpaid breaks totalling 45 minutes per day. Occasional flexibility on start and finish times may be requested.
Contract:	52 weeks per annum
Salary:	NJC 2, Point 3 (£29,561) at present
Holiday:	25 days p.a. in the leave year 1 September to 31 August, plus two statutory and two concessionary days p.a. Holiday may be taken only after having obtained prior written permission from the IT Site Lead. You may be required to be present for the A level and GCSE exam results days each summer.

Responsibility

To be accountable to the IT Site Lead with responsibility for the provision and maintenance of computing facilities, in order to ensure the uninterrupted delivery of IT to all schools within the Trust.

Specific duties will include:

- To provide classroom support for computers, peripherals and software.
- To resolve help desk support requests in a timely manner, prioritising and escalating where appropriate.
- To support all schools in the trust, including roaming between sites to provide additional support when necessary.
- To perform routine network maintenance tasks.

- To provide advice and practical support to students and staff to ensure compliance with safe working practices.
- To be able to set up, maintain and remove user network accounts where appropriate.
- Support staff in the use of IT equipment.
- Support the day to day running of the network in collaboration with the IT Site Lead.
- To be able to install hardware and software in offices and classrooms.
- To be able to support the schools' MIS and liaise with relevant support.
- To maintain, install and remove software and hardware.
- To support and maintain Microsoft 365 and Google G-Suite.
- To keep abreast of new developments in IT hardware and systems software and advise the IT Site Lead accordingly.
- To perform routine IT maintenance and support tasks.
- To be familiar with and support the schools Virtual Learning Environment.
- To set up AV equipment for assemblies, meetings and whole school events.
- To be available to support out of hours where necessary for occasional school events.
- To undertake repairs and report other damage to the IT Site Lead.
- To keep department and school documentation such as hardware and software registers up to date.
- To facilitate the smooth running of the network by undertaking reasonable tasks as required, including some administrative tasks.

Person Specification

Area	Essential	Desirable
Qualifications & Experience	• At least 2 years experience in an IT Support role. • Good technical knowledge of modern desktop operating systems (Windows 11). • General understanding of server-based networks and operating systems. • Knowledge and Experience of Active Directory. • Good understanding and knowledge of Microsoft Office. • General understanding of server backups. • General understanding of Windows OS Deployment (WDS), Application deployment, Windows Updates and Anti- Virus management on large networks (1000+ devices). • Knowledge and Experience of Microsoft 365 and Google G-Suite. • Understanding of networking fundamentals. • Experience of supporting end users. • Knowledge of installing and maintaining PC hardware and software.	• A recognised IT qualification or working towards one. • Setting up and supporting servers with virtualisation software, administering virtual machines and the deployment of them. • Experience of troubleshooting network faults. • Show knowledge of non-windows devices and environments (including Apple).

	• General understanding of printer deployment. • Experience and knowledge of wireless networks. • General understanding of Internet and e-mail management.	

Characteristics	• Enthusiastic and motivated IT professional. • Professional, friendly and flexible approach to working hours. • Strong personal drive and willingness to get things done. • Exceptional customer service orientation. • Ability to present ideas in a business-friendly and user-friendly language. • Proven analytical and problem-solving abilities. • Good interpersonal skills, including the ability to work as a team member but also having self- motivation when working independently. • Openness to learning and change. • Empathy with staff, students and educational values.	

Application Procedure

i. Read carefully all the information about this post

ii. If you have any questions, please do not hesitate to email the Human Resources team at HR@lumero.org.

iii. Complete the application form as fully as possible. If there is insufficient room on any section of the form, please provide the additional information on a separate sheet. Please note that your application form will be photocopied for the Selection Panel, therefore clarity is essential. *It is important that you do not leave any gaps in your career history – any gaps in employment should be fully explained please.*

iv. In section 9 Letter of Application, please tell us

- Why you are applying for this post
- How your experience, skills, training and/or qualifications equip you for it i.e. how you meet the person specification and requirements of the job description.

Send your completed application form by email (if downloaded from our website) or through the post to:-

Human Resources
Lumero Educational Trust
St Nicolas Lane, Logs Hill, Chislehurst, Kent BR7 5LJ

HR@lumero.org

Appointment Process

i. Suitable applications will be shortlisted for interview as quickly as possible.

ii. If you are successful, you will receive either a phone call and/or email inviting you to attend for interview. It is therefore important that you give us a daytime telephone number and/or an email address that you regularly access so that we can contact you to make the necessary arrangements if you are shortlisted.

If you require any assistance in attending for interview, please let us know the nature of that assistance in good time so that we may make appropriate arrangements.

iii. Candidates called to interview will

- be given a tour of the school
- usually have an opportunity to meet with members of the department
- normally be expected to conduct a short task.
- Have an interview.

Pre-employment Checks

Inicio Educational Trust is committed to safeguarding and promoting the welfare of children and young people, and an appointment will be subject to satisfactory enhanced disclosure from the Disclosure and Barring Service. Please note that an enhanced check will reveal all criminal convictions on record, including those that might be considered "spent".

The successful applicant will also be required to:

- Provide details of two referees who know you in a professional capacity. It is our usual policy to take up references BEFORE interviews where possible. Employment is conditional on these references being deemed satisfactory.
- Provide proof of all relevant qualifications.
- Provide proof of eligibility to work in the UK
- Complete a Medical Declaration and receive fitness to work.

Policy on Equal Opportunities

The Trust is an Equal Opportunities employer and appointments are based on the applicant's ability to meet the requirements of the position. The Trust is opposed to any form of discrimination against any individual or group and welcomes the fact that our Trust includes a diversity of individuals from many races and cultures. Behaviour which is discriminatory on the grounds of race, colour, culture, nationality, gender, sexual orientation, disability, religion, will not be tolerated.

LET is committed to safeguarding the welfare of all children and young people and expects all its staff to share this commitment.

LET is committed to equality and diversity. We are committed to continuous improvement in how representative we are of our local communities, including gender, ethnicity, religion, age, and all other protected characteristics.

We offer family friendly and flexible working arrangements.



Lumero Educational Trust

Registered Office:
St Nicolas Lane
Logs Hill
Chislehurst
Kent
BR7 5LJ

Tel: 020 8057 5157
Email: enquiries@lumero.org
Website: www.lumero.org